

COMPLAINTS

March 2019



INTRODUCTION:

Gladstone Views Primary School welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

PURPOSE:

This policy is in place to:

- provide an outline of the complaints process at Gladstone Views Primary School so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at the school
- ensure that all complaints are managed in a timely, effective, fair and respectful manner.

SCOPE:

This policy relates to complaints brought by parents, carers, students or members of our school community and applies to all matters relating to our school. In some limited instances, we may need to refer the complainant to another Department of Education and Training process where there are different mechanisms in place to review certain decisions, for example, expulsion appeals.

IMPLEMENTATION:

1 Expectations of All Parties

When addressing a complaint, it is expected that all parties will:

- raise and discuss issues in a courteous and respectful manner
- acknowledge that the goal is to achieve an outcome that is acceptable to all parties
- act in good faith and respect the privacy and confidentiality of those involved, as appropriate recognise that all parties, including the broader school community, have rights and responsibilities that must be balanced
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

2 Preparation for Raising a Concern or Complaint

Gladstone Views Primary School encourages parents, carers for members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise and think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and the school.

3 Complaints Process

Concerns in the first instance should be directed to the classroom teacher and/or the adult directly involved. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Principal or Assistant Principal. In the instance of a formal complaint the school will first seek to understand the issues and then convene a resolution meeting. The following process will apply:

Complaint received:

Formal complaints can be made via email, telephone or through a meeting arranged with the Principal or Assistant Principal. In some instances the school will request that formal complaints are made in writing.

Information gathering:

Depending on the issues raised in the complaint, the Principal, Assistant Principal or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.

Response:

Where possible, a resolution meeting will be arranged to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.

4 Timelines

Gladstone Views Primary School will acknowledge the receipt of complaints as soon as possible (usually within 48 hours) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, further information may need to be gathered to fully understand the circumstances. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, consultation will occur with all parties and interim solutions considered.

5 Resolution

The method of resolution to complaints will vary according to the individual circumstances and events surrounding individual complaints. Resolution may be in the form of:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- provision of counselling or other support for the student involved
- other actions consistent with the school values.

In some circumstances, complaints may be best resolved through a meeting with an independent third party or mediation with an accredited mediator.

6 Escalation

If a parent or community member is not satisfied that their complaint has been resolved by the school, or if their complaint is about the Principal, then the complaint should be referred to the North West Metropolitan Region (1300 338 691).

The school may also refer a complaint to the North West Metropolitan Region if we believe that we have done all we can to address the complaint.

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent complaints policy](#).

